Genuine GM Radiators

List prices reduced by as much as 40% on some applications.

- ✔ ALL-NEW, not repaired or remanufactured
- ✔ NEVER reverse engineered
- ✔ Includes the latest GM OE product updates
- ✔ Fin counts, thickness and tube sizes identical to GM OE specs to maintain proper cooling capacity
- ✔ 220+ part numbers eligible for Bump The Competition aftermarket competitive pricing

NACE Show Special –

$25 Certificate

to Fanatics.com with radiator purchase

Limit 10 radiator rebate claims per shop. Purchase must be made between August 2, 2014 and November 30, 2014.

With over 250,000 officially licensed items from over 700 teams across multiple leagues, you'll find everything you need for all sports "Fanatics".

Ask for a Certificate/Redemption Form at the GM booth.

Genuine GM | Parts

RepairInsights

Genuine GM | Parts

Q3, 2014

Genuine GM Parts Resources Online

NEW COLORADO, CANYON

Midsize Trucks with the DNA of Full-Size Trucks – Extensive Use of High-Strength Steel

SPECIAL 2014 NACE ISSUE

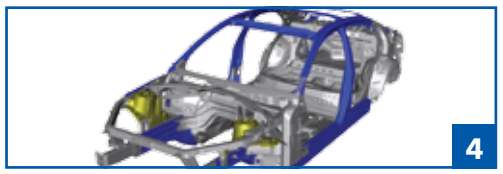
IN THIS ISSUE

- CrashRepairInfo.com
- GM Front Frame Replacement Sections are New for 2014
- Large Side-Frame Outer Panel Parts
- SIR Components Collision Repairs
- High Strength Steel Recognized by SMDI
- High Strength Steel "Know-how"
- GM Trainer's corner
- Rewards for a Cause
- Free $25 Fanatics.com Gift Certificate

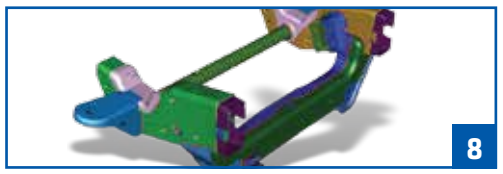
Contents

3

3 / GMRepairInsights.com
- CrashRepairInfo.com Helps Consumers Make Informed Decisions
- GM's Use of High Strength Steel Recognized by SMDI


4

4 / High Strength Steel "Know-How"
GM Factory Welding Guide and more
- Chevrolet Performance Resources
- Sheet Metal Warranty


8

8 / GM Front Frame Replacement
Sections for HD Trucks are New for 2014

14

14 / Large Side-Frame Outer Panel Parts
Offer Collision Repairs Flexibility, Improved Fit and Finish

16

16 / Follow Critical Inspection
Replacement Procedures for SIR Components During Collision Repairs

19

19 / 2015 Colorado/Canyon
Light Powerful

20

20 / Benefits from Transmission
Shop's Use of Genuine GM Rewards

23

23 / GM Trainer Reveals Secrets
Techs These Days are Like Sponges for Information

$25 Gift Certificate with radiator purchase
24

NACE Show Special –
Earn up to $250 in Fanatics.com Gift Certificates.

GM Insights Headquarters, 2604 N.E. Industrial Dr., #230, N. Kansas City, MO 64117. Email: dealersupport@proactgroup.com

Compliments of your GM dealer. We invite your input and suggestions. Please address letters to the editor to the above address. Letters submitted imply the right to edit and publish. Every effort is made to ensure the accuracy of the information in the offers contained in this magazine. However, printing and typographical errors may occur. These are not intentional and are not the responsibility of GM, any dealer or the companies or individuals who create, produce and distribute this magazine. Offers and pricing may change at any time without prior notification. The descriptions and specifications in this publication were in effect at the time of approval for printing. General Motors reserves the right to change specifications without notice and without obligation. Published letters do not necessarily reflect the opinions of General Motors or General Motors Parts. General Motors, Detroit, MI 48202. © 2014 General Motors • All rights reserved.

All the stories and additional content available at gmrepairinsights.com

GMREPAIRINSIGHTS.COM

Share This Website and Help Educate Your Customers Through the Collision Repair Process

Statistically, consumers will be involved in an auto accident once every seven-to-ten years. Given the infrequency of such an event, most consumers don't know how to access helpful information concerning collision repair. The OEM Roundtable, which GM is a part of, has been actively working on a solution.

The OEM Roundtable is a group of OEM Collision Parts Manufacturers who meet periodically to stay on top of industry trends. The group realized there was a need for consumer awareness regarding OEM Collision Parts and launched a digital solution on Jan. 1.

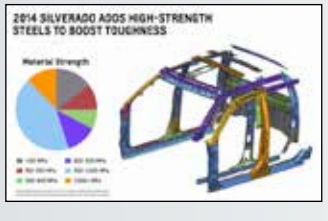
The website provides consumers with information that can be used to make informed decisions regarding their collision repair regardless of what vehicle brand they own.

www.CrashRepairInfo.com

For more pictures and to read the rest of the story on CrashRepairInfo.com go to gmrepairinsights.com

SMDI Honors General Motors Design Team for Innovative Use of Advanced Steel

For its use of advanced high-strength steel (AHSS), the Steel Market Development Institute (SMDI), a business unit of the American Iron and Steel Institute (AISI), awarded General Motors Co.'s Chevrolet Silverado and GMC Sierra 1500 design team with the 2014 Automotive Excellence Award. The team, which successfully incorporated advanced steels to enhance safety and performance, and offer significant low-cost lightweighting benefits, was recognized this afternoon during the 13th Annual Great Designs in Steel (GDIS) seminar in Livonia, Mich.



For more pictures and to read the rest of the story on the GM High Strength Steel Award, go to gmrepairinsights.com

Harder, Stronger, Lighter–
Vehicle Make-Up Ever Evolving

HIGH STRENGTH STEEL AND ULTRA HIGH STRENGTH STEEL

It's been said that stronger muscles and bones help prevent injury, and the same can be said of the high strength and ultra high strength steels that make up an ever growing portion of GM vehicle cab structures and frames. High strength steel is several times stronger than mild steel.

STRUCTURAL PARTS REPAIRS

GM is using more advanced materials like Ultra High Strength Steel and aluminum to help meet more stringent crash-worthiness requirements and improve vehicle performance while limiting or reducing overall mass and weight. With an increase in the use of steels that are harder and have more energy absorption, repairs to structural parts require the replacement of body components at factory seams.

PILLARS / BUMPER BARS / SUPPORTS

- Designed to retain vehicle's original structure
- Replaceable in sections to allow for only needed repairs
- All materials used are exact specs and standards of the original
- Bolt-on crashboxes simplify repairs

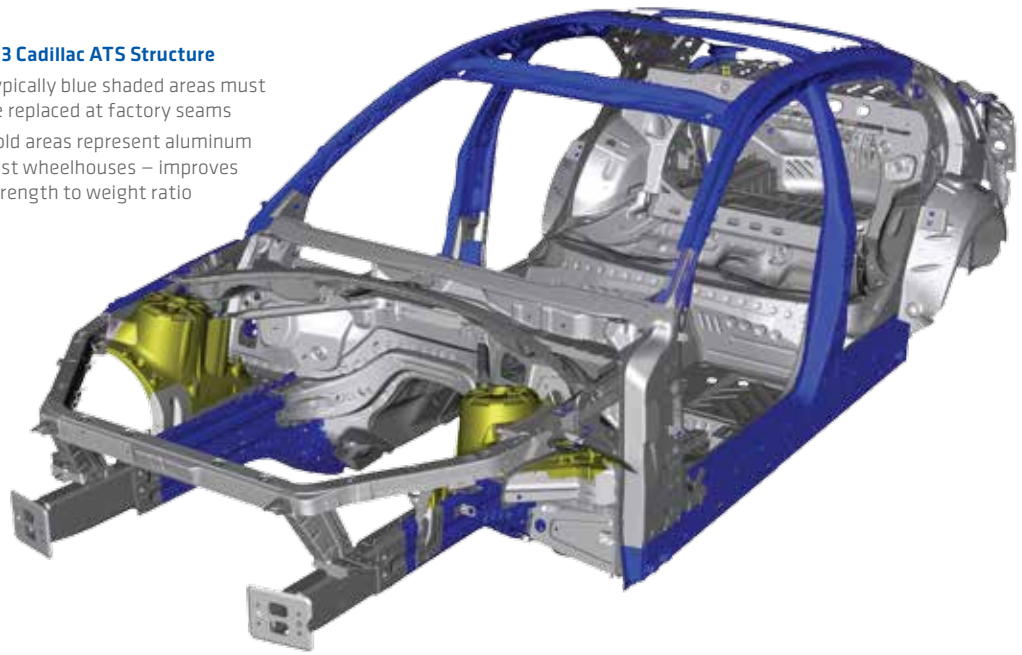
STRUCTURAL INTEGRITY

Used parts may be inferior due to previous use or dismantling process.
On the other hand, installing OE structural parts:

- Provides peace-of-mind for your shop and your customers
- New parts professionally installed will maintain vehicle safety systems

2013 Cadillac ATS Structure

- Typically blue shaded areas must be replaced at factory seams
- Gold areas represent aluminum cast wheelhouses – improves strength to weight ratio



HIGH STRENGTH STEEL "KEYS TO REMEMBER"

Ultra High Strength Steel should be replaced only at factory joints. Sectioning or partial replacement is not recommended.

- Do spot weld to replace factory spot welds, where applicable
- Do MIG brazing or plug welding to replace factory spot welds
- Don't use heat
- Don't do stitch welding (unless replacing a factory-installed stitch weld)
- Don't use as backing reinforcement or a sleeve for a sectioning joint

Warning: Sectioning should be performed only in the recommended areas. Failure to do so may compromise the structural integrity of the vehicle and cause personal injury if the vehicle is in a collision.

© 2014 General Motors. All rights reserved.

GM FACTORY RECOMMENDED WELDING GUIDE

Grade	GM Specifications	Welding Method			Cold Repair	Heat Repair	Temp. Range	Max Heat
		MIG	RSW	MIG Braze[1]				
Mild Steel	GM6409M (all)	Yes	Yes	Yes	Yes[2]	Yes	Up to 1200° F (650° C)	90 sec. x 2
Laminate Steel	GMW2M (all)	No	Yes	No	Yes[2]	No		
Bake Hardened	GM6093M (all) GMW3032M (all)	Yes	Yes	Yes	Yes[2]	Yes	Up to 1200° F (650° C)	90 sec. x 2
Solid Solution-Strengthened	GM6093M (all) GMW3032M (all)	Yes	Yes	Yes	Yes[2]	Yes	Up to 1200° F (650° C)	90 sec. x 2
High Strength, Low Alloy	GM6208M (all) GM6218M (all) GM3032M (HR CR grades)	Yes	Yes	Yes	Yes[2]	Yes	Up to 1200° F (650° C)	90 sec. x 2
Dual Phase ≤ 799 MPA min. UTS	GMW3032M (HR DP and CR DP grades) GMW3399M (HR DP, CR DP and HR HE grades with TS <800MPa)	Yes	Yes	Yes	Yes[2]	No	N/A	N/A
Dual Phase ≥ 800 MPA min. UTS[3]	GMW3399M (all other HR DP, CR DP and HR HE grades)	Yes[3]	Yes	Yes[3]	No	No	N/A	N/A
UHSS Martensitic[3] Boron (PHS/ Hot-stamped)[3]	GM6123M (all) GMW3399M (all MS grades) GMW14400	Yes[3]	Yes	Yes[3]	No	No	N/A	N/A

1. Must use 8mm x 16mm slotted holes.
2. Cold repairs can be performed if damage excludes kinks.
3. Mig Plug Only, NO STITCH WELDING. These steels may NOT be used as a backer for stitch welding. NOTE. Deviation from this chart is ONLY allowed if there has been a crash analysis completed by the Design Engineer and a Service procedure has been written. NOTE number values are tensile strength 4 ISO Symbol for repair.

NOTE: GM does not endorse repair of door impact beams. Dual phase Steels up to DP 800 may be sectioned with a sleeve or backer plate.

Chevrolet Performance

The Only Source You Need For Chevrolet High Performance

Chevrolet Performance is your one-stop shop when you're looking for components to get more out of your Chevrolet product. Take a look at everything offered, download the Chevrolet Performance catalog, and sign up for updates. www.chevrolet.com/performance.html

For more on products, vehicles and drivers, join

THE BLOCK PERFORMANCE
theblock.com

Subscribe to The Chevy Performance Enthusiast Newsletter

FUEL
chevrolet.com/performance/fuel-newsletter.html

Sheet Metal Warranty

Make your life easier, insist on Original parts!

Go Genuine.

- ✔ Original Equipment quality, fit and finish
- ✔ Lifetime Limited Warranty
- ✔ Parts AND labor included
- ✔ Claims/Repairs by an independent body shop must be coordinated through a GM Dealer

Warranty Coverage

- ⊕ *Warranty covers repair or replacement of the sheet metal panel, in the event of rust-through perforation*
- ⊕ *Warranty covers the cost of repair at an independent body shop including parts and labor, regardless of where it was originally installed*
- ⊕ *Warranty period begins on the date of purchase and remains in effect as long as the purchaser owns the vehicle.*

Warranty Does Not Cover

- ⊖ Cosmetic or surface corrosion resulting from stone chips, scratches or other causes
- ⊖ Damage due to improper installation, alteration, accidents or objects striking the panel
- ⊖ Damage from the environment, airborne fallout (chemicals, acid rain, etc.) solvents or cleaning and polishing materials
- ⊖ Loss of time or use, inconvenience or other economic loss

The selling Dealer or any other GM Dealer may perform repairs or replacements qualifying under this warranty. Claims/Repairs by an independent body shop must be coordinated through a GM Dealer. Panels installed on vehicles registered and operated outside of the United States or Canada are not covered by this warranty.

GM Frame Rail Parts Give Sectioning the Edge Over Full Replacement Repairs

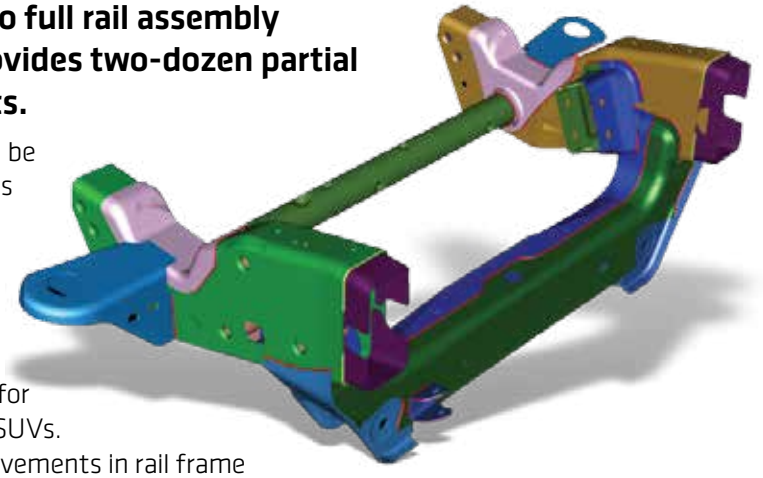
And New for 2014 are GM Front Frame Replacement Sections for 2500/3500 HD Trucks

But there's more to the story. Today, thanks to advances in parts and repair technology pioneered by companies like GM, replacement doesn't have to be total. Replacement can also be partial, leading to big savings with no sacrifice in quality.

Frame damage is a case in point. In front- and rear-end collisions significant enough to cause air-bag deployment, frame rail sections directly behind the bumpers are often damaged. Increasingly, these areas are made from high-strength steels that cannot be repaired as they are designed to crush or change properties with the force of impact. They are essential elements of sacrificial "crash boxes" that are tuned to absorb energy and set the tone for air-bag deployment.

Crash box or frame-end construction makes straightening or other repairs almost out of the question, especially if they are crushed. The typical solution has always been front rail assembly replacement for cars and entire frame assembly replacement for trucks. But that can be costly, in both labor and parts. So costly, in fact, that damage in older vehicles can sometimes lead to a total loss.

As an alternative to full rail assembly replacement, GM provides two-dozen partial rail replacement parts.



Easily installed, they can be welded or in some instances bolted directly to the undamaged portion of the original frame rails. GM continues to support the collision repair market with partial frame replacement for new light-duty trucks and SUVs.

Now, with further improvements in rail frame parts and more refined knowledge of how to accomplish repairs, technicians can be confident of performing a repair endorsed by the manufacturer. "Pre-sleeved weld-on or bolt-on rail end parts take the guesswork out of where to perform partial rail replacement," says Bob Gollehur, product specialist – collision parts, with GM Customer Care & Aftersales (GM CCA).

And, Gollehur adds, there is always a corresponding repair procedure to aid in the installation of welded parts. GM offers Service Information online (GM SI) on a subscription basis (www.gmtechinfo.com) and offers select body repair information free of charge at **www.GenuineGMParts.com.**

Partial rail replacement is attractive because it gets the job done quickly and cost-effectively without cutting corners. In many cases, these repairs can be performed with powertrain or surrounding body and interior components in place. That saves time and prevents further intrusion into a damaged vehicle.

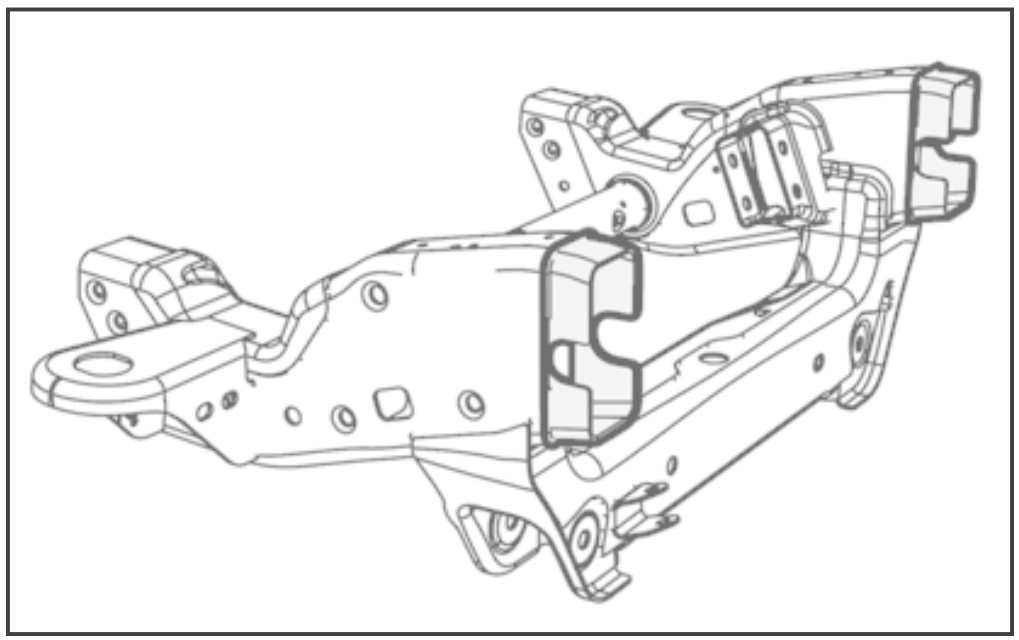
Chevrolet Silverado 2500 HD LTZ Crew Cab Pickup

2014 GMC Sierra 2500 HD SLE

Front Full Frame Sectioning (Heavy Duty) Service Procedures Example

Service and repair information resources are a click away at **www.gmtechinfo.com** – *Electronic Service Information.* Technicians and shop owners can log on to the site to gain access to subscription services for service procedures and repair manuals. A complete Service Manual is accessible 24/7 through a subscription to the site. Free collision repair procedures will soon be available for the vehicles by going to **www.genuinegmparts.com.**

2014 Chevrolet Silverado 2500/3500 - 4WD | Sierra, Silverado 2500/3500 Service Manual 7229012 | Body Repair | Collision Repair | Repair Instructions | Document ID: 3775252



Front Full Frame Sectioning (Heavy Duty)

Removal Procedure

If damage permits a pre-sleeved replacement front frame service section has been developed as a cost-effective alternative to complete frame replacement. This procedure is for the heavy duty pick-up front frame service section.

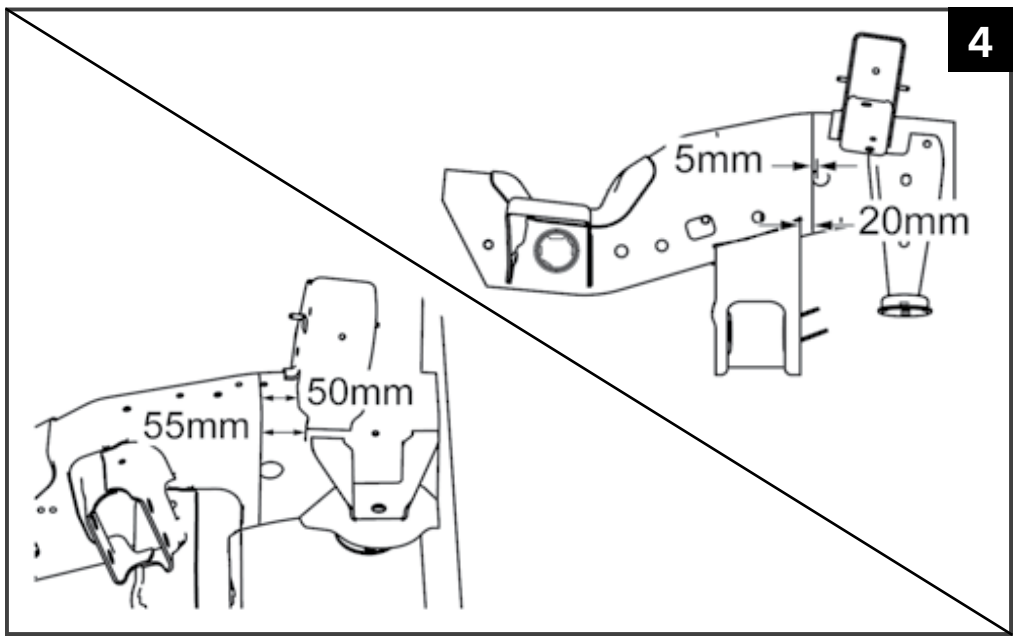
Warning: *Refer to Approved Equipment for Collision Repair Warning.*

Warning: *Refer to Collision Sectioning Warning.*

Note: *Perform all of the steps on both of the rails for complete module replacement.*

1. Disable the SIR system. Refer to SIR Disabling and Enabling.
2. Disconnect the negative battery cable. *Refer to Battery Negative Cable Disconnection and Connection.*
3. Remove all of the related panels and components.

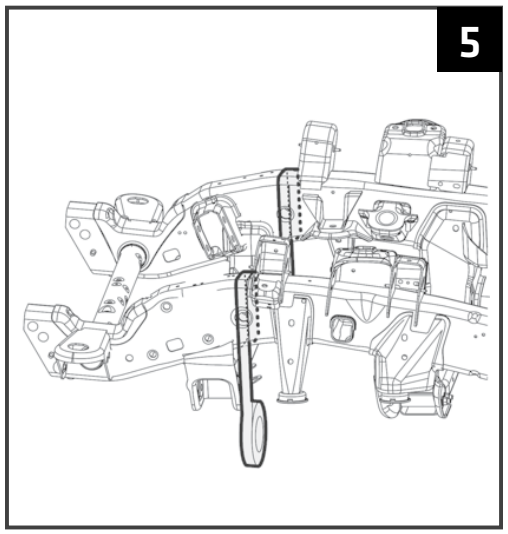
   Note: *Perform the following steps on both of the rails for complete module replacement.*
4. Locate and mark the sectioning location by using at least 2 of the measurements below for each frame rail:
   - Top of the frame rail edge rearward approximately 550 mm (with bumper bracket removed)
   - Front edge of the gauge hole rearward approximately 5 mm
   - Back edge of the lower control arm crossmember, rearward approximately 20 mm
   - Approximately 50 mm rearward of shock tower bracket
   - Approximately 55 mm rearward of shock tower bracket (inboard side rail)



The Technical Side (cont'd.)

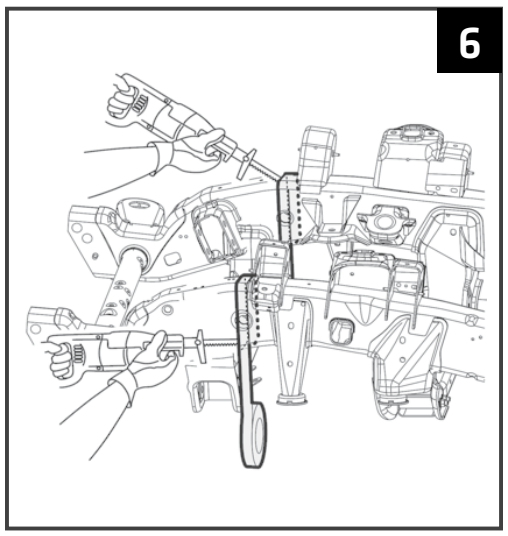
Note: *Line up the masking tape with the tape edge facing the front of the vehicle on the sectioning location.*

5 Apply masking tape completely around the frame rail next to the sectioning location as shown.

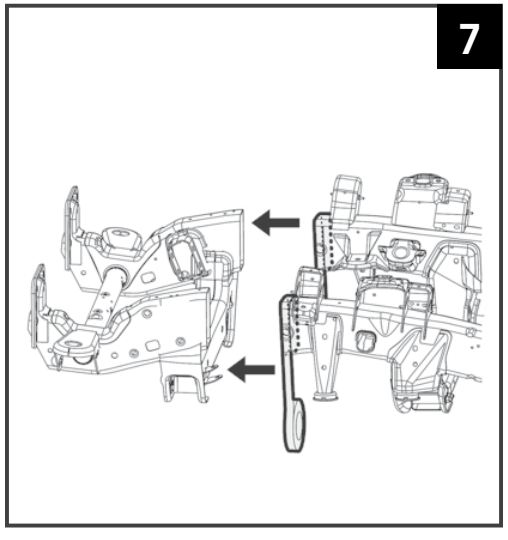


Note: *The tape edge facing the front of the vehicle is the proper cut location.*

6 Using a reciprocating saw or equivalent cut each frame rail approximately 5 mm forward of the front edge of the tape line. This will allow for final trimming of each rail rearward to the proper sectioning location.



7 Remove the damaged frame section.



Installation Procedure

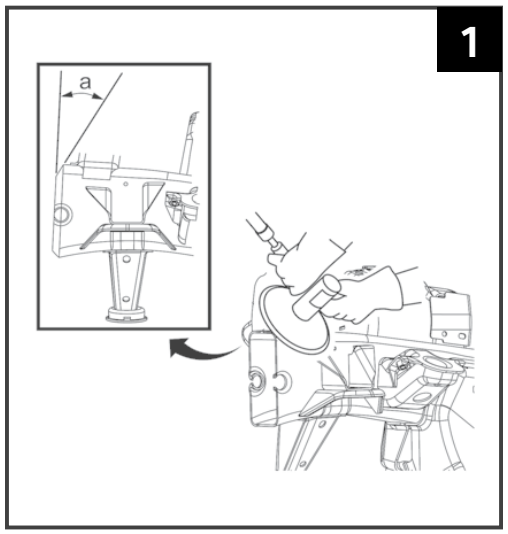
1 Grind the existing frame rail (at the proper sectioning location) at a 45 degree angle (a) as shown.

2 Prepare all of the attaching surfaces as necessary.

3 Apply the weld-thru primer to all of the welded surfaces.

4 Position the service frame section to the existing frame and clamp in place.

Note: *Verify the frame measurements 3-dimensionally to ensure proper position of the service frame.*



5 Continuous-weld the upper and lower horizontal joints through each corner.

6 Continuous-weld the inner and outer vertical joints from corner to corner.

7 Clean and prepare all of the welded surfaces.

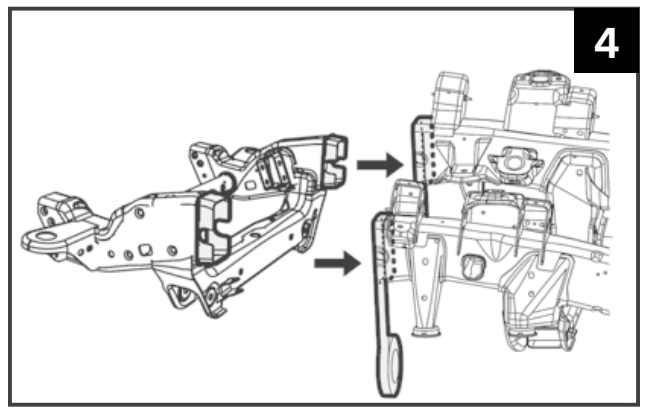
8 Apply sealers and anti-corrosion materials to the repair area, as necessary. *Refer to Anti-Corrosion Treatment and Repair.*

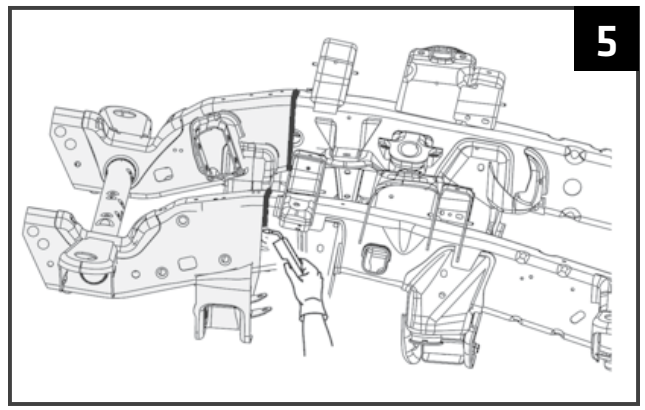
9 Paint the repair area. *Refer to Basecoat/ Clearcoat Paint Systems.*

10 Install all of the related panels and components.

11 Connect the negative battery cable. *Refer to Battery Negative Cable Disconnection and Connection.*

12 Enable the SIR system. *Refer to SIR Disabling and Enabling.*





Side-Frame Outer Panel Collision Parts

Very Large Parts are the Norm When Vehicles Suffer Side Collisions

Technicians repairing most new autos hit on the side are accustomed to very large parts boxes consisting of a four-foot tall by 13-foot long steel side-frame outer panel. "Next to full-size van roof panels or truck frames, side-frame assemblies are the largest GM Collision Parts sold," says Bob Gollehur, Product Specialist for GM Customer Care & Aftersales (GM CCA).

Side-frame outer panels sell in higher volumes than frames or roof panels because they contain the welded quarter-panel necessary for most rear-end hits.

"Technicians generally love one-piece side frame outer panels as they get to choose how much of the part to install and since every collision repair is different a larger part can be cut as necessary for a tailored repair with fewer seams," notes Gollehur.

For the last decade, each new "unibody type" vehicle launched has been produced with a single piece outer panel to improve fit and finish (closer tolerances) which has the added benefit of reducing or eliminating side door wind noise and water leaks.

"For GM CCA to offer individual pieces of whole side-frames," adds Gollehur, "would require a process at a vendor with the capability to cut specific size parts out of an entire body-side frame." As many as five parts depending on size, would have to be cut from one side and include the quarter panel, rocker panel, front body hinge pillar, center pillar, and perhaps even a roof rail. The process to make parts from the whole would add cost to all "cut panels" to cover labor charges, tooling and scrap.

More is Better

One-piece side frames act as a checking fixture for repairers straightening damaged vehicles. Ultimately GM adopted the customer's point of view when determining how to supply side frame outer parts. GM CCA employs many former body technicians and as such, they understand that Independent Body Shops (IBSs) want to determine how much of the part to install. And how much of the part is installed will be dependent on the extent of damage for each specific reparable vehicle.

Example of 2014 SRX Frame Body Side Outer-Cut Panels

2014 XTS Frame Body Side Outer Panel–Possible sectioning locations

The current GM service strategy of whole side-frames addresses all repairer needs. If only a portion of the entire side-frame outer panel is necessary, GM makes available vehicle-specific repair instructions to guide the body repair professional at **www.genuinegmparts.com**.

A Part of the Whole.

There was a time when all body-side outer panels were sold as individual/smaller components. GM vehicles such as the Chevrolet Express and Framed SUV's like Tahoe and Suburban are available as separate components due to the nature of the manufacturing process. "Our goal is to provide the highest quality lowest cost service parts possible. For example, the majority of GM sheet-metal is ELPO coated, baked and boxed in the form it is received from our manufacturing facilities."

Bob Gollehur, product specialist, GM CCA

2015 Large SUV Quarter Panel

2014 Cadillac XTS

Safety System Repair Basics (Part 1 of 5)

Critical Inspection, Replacement of SIR Components Required During Collision Repairs

Proper operation of the Supplemental Inflatable Restraint (SIR) sensing system requires that any repairs to the vehicle structure return the vehicle structure to the original production configuration. Improper repairs to the vehicle structure could cause non-deployment of the air bag(s) in a frontal collision or deployment of the air bag(s) for conditions less severe than intended.

The supplemental inflatable restraint (SIR) system supplements the protection offered by the seat belts.

The SIR system consists of:

- An Inflatable Restraint Sensing and Diagnostic Module (SDM)
- Air bags
- Seat belt pretensioners (retractor)
- Impact sensors

The Inflatable Restraint Sensing and Diagnostic Module determines the severity of a collision with the assistance of impact sensors located at strategic points on the vehicle. When the Inflatable Restraint Sensing and Diagnostic Module detects a collision, the Inflatable Restraint Sensing and Diagnostic Module will process the information provided by the sensors to further support air bag or pretensioner deployment. The Inflatable Restraint Sensing and Diagnostic Module will deploy the air bags and pretensioners if it detects a collision of sufficient force.

Accident With or Without Air Bag Deployment–Component Inspections

After any collision, inspect the following components as indicated. If you detect any damage, replace the component. If you detect any damage to the mounting points or mounting hardware, repair the component or replace the hardware as needed.

- **Steering column–**Inspect the steering column for bending, twisting, buckling or any type of damage.
- **Instrument panel knee bolsters and mounting points–**Inspect the knee bolsters for bending, twisting, buckling, or any other type of damage.
- **Instrument panel brackets, braces, etc.–**Inspect for bending, twisting, buckling, or any other type of damage.
- **Seat belts–**Perform the seat belt operational and functional checks.
- **Instrument panel cross car beam–**Inspect for bending, twisting, buckling, or any other type of damage.
- **Instrument panel mounting points and brackets–**Inspect for bending, twisting, buckling, or any other type of damage.
- **Seats and seat mounting points–**Inspect for bending, twisting, buckling, or any other type of damage.
- **Roof and headliner mounting points.**
- **Brake pedal–**Inspect the brake pedal for bending, twisting, buckling or any type of damage.

Service and repair information resources are a click away at **www.gmtechinfo.com –** *Electronic Service Information*. Technicians and shop owners can log on to the site to gain access to subscription services for service procedures and repair manuals. A complete Service Manual is accessible 24/7 through a subscription to the site. Free collision repair procedures are also available at **www.genuinegmparts.com.**

Look for additional Safety System Repair Basics in the next issue of GM Repair Insights.

BECAUSE TIME MATTERS.
GO ORIGINAL. GO GENUINE.

OE Quality…Why settle for less?

GenuineGMParts.com

Genuine GM | Parts

New Colorado and Canyon Midsize Trucks

New truck models are built with the DNA of full-size trucks and deliver class-leading power, payload and trailering ratings.

Both are the most powerful trucks in their segment, allowing owners to haul and tow more. A 2.5L I-4 is standard, and a 3.6L V-6 is available. Each engine is tuned, tested and validated for truck use, and each features direct injection and variable valve timing to make the most of power and efficiency. Each is matched with a six-speed automatic transmission, and the 2.5L is available with a six-speed manual transmission on extended cab 2WD Work Truck models.

The trucks offer class leading payload capacity and trailering capacity of more than 6,700 pounds (3,039 kg).

Steel Structure for the New Canyon and Colorado

The Colorado and Canyon both make extensive use of high-strength steels and aluminum to shave pounds from the new midsize truck while preserving true pickup capability.

Technology Used for Weight Reduction, Aerodynamics

To help keep overall mass down and improve the front-to-rear weight balance, the trucks feature a segment-first aluminum hood. It also features the segment's only active aero grille shutters, which close at certain highway speeds to enhance aerodynamics. Like full-sized trucks, the new mid-sized models have a fully boxed perimeter frame, which provides the strength to support their capabilities, as well as a confident, smooth and quiet ride. A coil-over-type front suspension features aluminum knuckles that are low in mass and high in strength, contributing to a more responsive, immediate feel to driver inputs, as well as efficiency.

For more pictures and videos on the new Colorado and Canyon, go to **www.gmrepairinsights.com.**

Rewards for a Cause

Houston, Texas Based Transmission Shop Uses Their GM Rewards Points To Help People with ALS

Year in, year out, for 37 years, Circle D Transmission, an Independent Service Center (ISC) in Houston, Texas has helped hundreds of motorists get back in gear.

But, there is a side to the business that seeks to help the community in another way. Company principal Patricia Sehorn, her son, Chris and daughter, Sherry Dolejsi, administer a foundation they started that raises money to help victims of the crippling and fatal disease, amyotrophic lateral sclerosis (ALS), and their families.

They have a special bond with those families because they've been in their shoes. Dennis Sehorn, the man who founded Circle D and was Patricia's husband and Chris and Sherry's father, was an ALS victim who succumbed to the disease in 2008, four years after being diagnosed.

Funds raised by the Dennis Sehorn Foundation, founded in 2010, are used to purchase products and services caregivers need to better care for ALS victims in their homes. That runs the gamut, everything from modifications to a home to make it more accessible, to reimbursement for out-of-pocket medical expenses, to hiring help that can give a brief respite to stressed family members.

"ALS is an isolating disease," says Dolejsi, a Circle D partner who serves as office manager. "Victims are on ventilators and feeding tubes and in need of constant care. Caregivers bear a huge burden and our aim is to try to help them deal with it. So a lot of what we do is oriented to providing things that can make the job easier, for instance finding someone who can step in one day a week and give that caregiver his or her own time for a few hours."

While volunteer efforts go a long way to helping the foundation achieve its goals, fundraising is critically important. An annual fundraiser, held at the Circle D business location, is a major contributor. The last one, held in October 2013, netted $60,000, surpassing the $34,000 raised a year earlier.

One key source of funds is an annual silent auction, and last year's event enjoyed a little lift from a smart and compassionate decision made by the Circle D owners. Included in the list of items put up for sale was merchandise the business was able to acquire simply by redeeming points awarded through the Genuine GM Rewards program.

The company had been amassing program rewards points as it purchased Genuine GM Parts transmission assemblies and components, and the owners saw a perfect convergence of circumstances.

"Throughout the year we had been accumulating points on purchases of GM reman transmissions, and since we knew the fundraiser was coming up we saw this as a great way to get more items into the silent auction," Dolejsi says.

Some of the items Dolejsi selected from the Genuine GM Rewards "Exclusively Yours" catalog included a Coach purse; iLuv Headphones; a Tiffany Heart Bracelet; a Kindle Paper White Reader; and Rachel Ray Cookware and Bakeware sets.

Purchasers of those items, as well as those donating merchandise, are seeing their efforts pay off again in 2014. Through June 2015, the $60,000 raised is helping three ALS families. And, in an indirect way, that's something that GM is proud to be a part of.

"It's very gratifying to us at GM Customer Care & Aftersales (GM CCA) that Circle D Transmission and The Dennis Sehorn Foundation were able to leverage the Genuine GM Rewards program for such a worthy cause," says Amy Buzan, manager, Wholesale Dealer Channel, GM CCA.

For additional information on the Foundation, go to www.als-sehorn.org.

Circle of Friends • ALS • Circle of Friends • Circle of Friends
Dennis Sehorn Foundation

Genuine GM | Parts

Genuine GM Bumper Covers & Fascias

Restore the true beauty of a vehicle where it counts most – up front.

Now with Limited Lifetime Warranty!*

GM OE Bumper Covers / Fascias

- ✔ Fits just like the original
- ✔ Primed and ready to install right out-of-the-box
- ✔ Less risk for paint peel vs. recycled options
- ✔ Designed to accommodate the latest collision avoidance technology sensors

Contact your GM Dealer for Genuine GM Parts at competitive prices.
Why trust your business—or reputation—to anything less?

Late-Model GM Vehicles Present Challenges for Body Shops — *GM Parts Trainer Reveals Secrets*

Jim Mickle has taught auto repair for more than 20 years. As such, he's on top of the complexity of today's vehicles.

And his message for Independent Body Shop (IBS) techs who attend his GM Collision Parts seminars is this: proper repair of late-model GM vehicles demands an understanding of new technologies, materials, processes and vehicle systems.

Mickle works to pull back that curtain. His seminars, put on by GM dealers for their IBS customers, deliver GM-specific information. In his two-part 2014 Advanced Collision seminars, Mickle reviews a multitude of topics techs must understand about how modern GM vehicles are put together. Without that knowledge, he cautions, techs will be lacking of a full understanding of how to put them back together.

Take high-strength steels. Many GM vehicles employ these stronger, lighter-weight materials, but they must be handled properly during repairs. "They have to be repaired to manufacturer specifications so if the car is in another crash, that crash zone reacts the same way again," he says.

Parts selection is an element of ensuring proper repair, too, and Mickle covers the importance of following GM recommendations that may have a bearing on what choices are made. Whether it's selecting a replacement radiator that has the correct flow rate, AC condensers made for the vehicle, or frame materials that meet exacting specifications needed for safety, collision repairers must consider the tradeoffs involved in choosing aftermarket and OE parts. It all comes down to doing it the right way.

"GM dealers are hungering for clinics that provide IBS customers with information on how to fix GM vehicles," he says. "And techs these days are like sponges for information."

"We talk a lot about how to get set up for welding," he says. "For instance, the tensile strength of the wire in the welder feed has to be of the same strength as the material you're welding. A lot of guys don't know that." That's a big concern in the case of a vehicle's "crash box." Those structures, which are tuned to absorb energy and set the tone for air-bag deployment, must be repaired properly to function correctly.

Jim Mickle, GM Parts Trainer